

Barriers and Trainings Reported by Regional Centers

REGIONAL CENTER	BARRIERS, INTERVENTIONS, AND SUCCESSES REPORTED	TRAININGS REPORTED
ACRC	<ul style="list-style-type: none"> • Independent Facilitation - understanding how it works. • Person Centered Planning – PC thinking has been held but not PCP workshops • Participant Follow Through - Participants get reminders about attending the mandatory or orientation in their area. • Citizenship worries from immigrant families and service coordinators who speak other languages explain the programs. • Information not written in client friendly language 	<ul style="list-style-type: none"> • IF • Other – SD and CalABLE
CVRC	<ul style="list-style-type: none"> • Independent Facilitation – Challenges CONTANT need for Adaption: The presentation is changed with each session as feedback is utilized to improve the experience. A Saturday session is planned in late October. Successes Yolanda Cruz has provided 3 sessions with my assistance. Approx 25 people have attended. We are using both lecture and hands on learning for trainings. Several individuals have stated they are interested in pursuing as a career path. Appreciated the training in Bakersfield by Chris: set a high standard. • Person Centered Planning – Challenges Not enough trainers in Spanish and other languages. Very intensive... many hours to develop. Attendance is poor. Many service providers think they already do PCP. Successes It is a new paradigm shift in thinking about the future...reshaping thinking for self-advocates, families, and service providers. People are engaged. • Finding an FMS – Challenges FMS need to provide general info on what they will require as an agency and what assistance they will provide. I have asked for more than what is already available through SD orientation. Also, the turnaround time for payment must not be 30-45 days. 	<ul style="list-style-type: none"> • IF - RC has not provided trainings but provided support of location and Evite process. Yolanda and Michelle have done IF trainings • PCP - An overview of PCP is offered in the orientation and CVRC offers an in-depth 3-hour training with the opportunity for workshops. There has not been a specific training geared toward the topics below, but they are an aspect of all trainings provided • FMS - Each FMS should come to in-

REGIONAL CENTER	BARRIERS, INTERVENTIONS, AND SUCCESSES REPORTED	TRAININGS REPORTED
	<p>Successes We have 2 available. Premier has attended 2 orientations. Interface has been invited.</p> <ul style="list-style-type: none"> • Participant Follow Through – <p>Successes People are working on their programs. CVRC does not divulge specifics on where individuals are in the process. Approx. 60% of participants have attended orientation.</p> <ul style="list-style-type: none"> • Spending Budget – <p>Challenges Families are having difficulty building a plan with the money available.</p> <p>Successes Meeting with individual families for support as move through process.</p> <ul style="list-style-type: none"> • Budget – <p>Challenges Self-advocates are not understanding the use of their money: “big ideas for a smaller budget”</p> <ul style="list-style-type: none"> • Other – <p>Challenges Struggle with getting info by bits and pieces from DDS, but recognize we are in process of change. Some vendors appear to be reluctant to participate. Many people panicked with so much info, but now able to wait and understand that it is a process. And some report frustration with slow rollout. Encourage all vendors to attend one training.</p> <p>Successes Some vendors are very excited about new possibilities. CVRC developing PCP vendorization. Providing a SD potluck to build a community network of people in SD.</p>	<p>service the staff and participants on their specific procedures. All staff will need to know the different requirements of each FMS</p> <ul style="list-style-type: none"> • Other - This is a program that rolled out with the expectation that everyone would adopt the process easily and quickly. There are many Fixed mindsets that are moving to growth mindsets, but it takes time. There is no money to support the LAC. The volunteer hours are tremendous.

REGIONAL CENTER	BARRIERS, INTERVENTIONS, AND SUCCESSES REPORTED	TRAININGS REPORTED
ELARC	<ul style="list-style-type: none"> • Independent Facilitation – In some cases, the person centered planning (PCP) providers think they are the Independent Facilitator and we have clarified with the PCP providers their role and responsibilities. Some families are unsure of the role of the PCP provider vs. an Independent Facilitator. Service Coordinator has provided clarification on the area. Some families are seeking a list of Independent Facilitators. They have been informed there is no central listing. Recent DDS guidelines have assisted in the clarification of PCP roles and responsibilities. • Person Centered Planning – Some families have had a hard time developing a person centered plan and understanding the difference between a person centered plan vs. an IPP. We have provided resources on person centered planning services providers for families to review. ELARC is also offering person centered planning workshops to families on a monthly basis. ELARC conducts a 2 Day Person Centered Training; this has also been offered to SD participants and their PCP service provider. • Finding an FMS – Some families have had difficulties contacting an FMS provider. In some cases, participants have stated they did not receive a return phone call in a timely manner from FMS agencies. ELARC will follow up with those families and identify FMA agencies. Policies and protocols are different depending on the FMS agency. In some cases, live scans can take up to 90 days. ELARC will encourage families to contact the agency to determine the time frame for the delivery of services. Other issues, hiring of certain positions varies per FMS. For example, most FMS are not hiring those who are providing nursing respite due to liability issues. These issues have delayed the participant's ability to secure an FMS. • Participant Follow Through – Some participants have yet to complete the Self Determination Orientation. ELARC continues to offer one Self Determination Orientation per month to facilitate access. ELARC staff followed up with each participant that canceled their scheduled orientation on a regular basis to facilitate families in completing the Self Determination Orientation. In some cases, the delay in attending an Orientation is due to participant or family member health issues. The lack of follow through may be present due to no set "deadline"; a statewide guideline addressing this would assist RC's in assisting families to move forward in a timely manner. 	<ul style="list-style-type: none"> • PCP – monthly workshops • FMS – training provided at orientations • Other - ELARC will continue to provide monthly Self Determination Orientations to individuals, families, and Service Coordinators. Ongoing Self Determination Unit Liaisons Meetings. Ongoing 1:1 technical assistance regarding the Self Determination Program for Service Coordinators.

REGIONAL CENTER	BARRIERS, INTERVENTIONS, AND SUCCESSES REPORTED	TRAININGS REPORTED
	<ul style="list-style-type: none"> • Spending Budget – Participants lack an understanding of the spending plan. ELARC have explained to the participants that the spending plan/budget is driven by the person centered plan/IPP during the Self Determination Orientation and this is reinforced by Service Coordination. • Budget – ID team recommendations in some cases have not been recognized as evidence by requests to increase services. This may result in expanding a budget prior the person centered plan/IPP/budget certification. ELARC will encourage families to complete person centered plan/IPP/budget certification in order to clearly identify a suitable budget. Submission of the Budget and Spending plan utilizing E-billing in the system has been a challenge. ELARC's IT department has contacted San Diego for assistance in resolving this issue. In addition, ELARC has reviewed our internal process to have all service codes inputted into the system for Budget submission. • Other – HCBS assessments have delayed the progression of some participant's transition to the Self Determination Program. Working in partnership with Community Services and their counter parts at neighboring RC's to assist us in securing HCBS assessments for vendors in outside catchment areas. 	
OCRC	<ul style="list-style-type: none"> • Independent Facilitation – People don't know who to turn to for an Independent Facilitators. At our Regional Center, they have done many trainings to become an Independent Facilitator, but there isn't a list for people to start. The State Council also has done trainings and they are supposed to have a list of Independent Facilitators, but I haven't seen it yet. Also, I've taken the training at the State Council to become an IF, but once you have taken the class, there is no follow-up from SC on what to do next to start an IF and to learn more resources for your clients. No one follows up. You forget that you spent all day to become an IF because you are left in the dust to figure out things on your own. • Person Centered Planning – There is a misunderstanding from DDS and RC's. Even with the directive from DDS regarding PCP, RC doesn't understand the billing process. Non vendors vs. vendors. RCOC SC's are supposed to be all trained in PCP, but not all of them understands the concepts. This leads to confusion for those who are in SD and having bad PCP's. 	<ul style="list-style-type: none"> • IF = 2 • PCP = 2 • FMS = 1 • Other – 4 Orientations

REGIONAL CENTER	BARRIERS, INTERVENTIONS, AND SUCCESSES REPORTED	TRAININGS REPORTED
	<ul style="list-style-type: none"> • Finding an FMS – Our Local Advisory Committee had a very successful FMS q/a at our last meeting. A lot of percipients attended the meeting. We had three FMS' answering our questions. This was the first time that the public understood what are the role of FMS does and what services they can provide. There were lots of questions about the spending budget. • Participant Follow Through – There have been 8 Orientations scheduled since May 2019. An Orientation is scheduled for October 2, 2019 for those who have not yet attended an Orientation. Service Coordinators have reached out to participants/family members and as of 9/27/19, seven (7) SDP participants have not registered for an Orientation. • Spending Budget – People are getting confused with the spending budget and their budget. Maybe we need a better explanations from DDS regarding this? Or different terms for identifying the two? For example, "Your monthly/yearly cost" vs. "Your total budget for the year" ?? I think the word "budget" is confusing. Spending Budget is much different than Budget. • Budget – same as above 	
RCEB	<ul style="list-style-type: none"> • Independent Facilitation – Few available yet. Only one plan approved so far and it is a very simple one, so the need is not yet immediate. The advisory committee is planning to hold 4 IF trainings in the near future. • Person Centered Planning – Finding qualified person-centered planning facilitators. Person-centered plan facilitators must be paid first by the consumer or family. This limits access. Reimbursement for person-centered planning has taken months. Selectees must sign up as a vendor (numerous forms) just to receive the one reimbursement check. It is a very cumbersome process and discourages people. Some have used an experienced person-centered plan facilitator who I arranged to come out monthly from the East Coast to hold 5-7 plan meetings with pre and post work done remotely. The reimbursement process has been a big issue. The above plan facilitator may have enough people interested to hold a training in 2020. However, this requires extensive training, shadowing, and supervision to ensure that trainees understand the process and have the skill to facilitate for a great variety of 	<ul style="list-style-type: none"> • IF, PCP, FMS, BD, IPP – unsure • Our regional center has still been completing orientations, including in other languages. They have conducted 11 orientations and have 21 more selectees to orient. We had 5 selectees move out of the area and another 22 selectees opt out of

REGIONAL CENTER	BARRIERS, INTERVENTIONS, AND SUCCESSES REPORTED	TRAININGS REPORTED
	<p>focus people (selectees). Regional Center is often encouraging selectees or family members to write their own or work with their case manager to do it.</p> <ul style="list-style-type: none"> • Finding and FMS – only one is at this stage. • Participant Follow Through – About 20 of our selectees have not yet signed up for an orientation and may not be responding to regional center contact. Participants tend to need hand-holding to move to the next step. It is difficult to move from a system where all steps are determined by the regional center to one in which the consumer/family leads the way. • Spending Budget – Only 1 has been approved (a simple one) and another 3 have been submitted but are not yet approved. This appears to be a difficult process for our Regional Center. • Budget – I am concerned about a regional center assumption that the regional center must prepare the spending plan, rather than the Participant/family. I'm also concerned that templates are circulating that some participants or regional center staff think are required, rather than just being tools that are available to be used if needed. 	<p>the program for these reasons: too much work & currently overwhelmed; current services meet needs; wish to remain living in ICF; didn't sign up (2)</p>
RCRC	<ul style="list-style-type: none"> • Independent Facilitation - Redwood Coast Regional Center has done a good job of transferring all the individuals still enrolled in the original pilot to the New Federally Approved self-determination program. All enrollment glitches were resolved in collaboration with the Department of Developmental Services. There is a belief that there is a need for more Independent Facilitators in the Northernmost Region. The regional center has some ideas on how to address this need. First they would like to conduct some outreach activities and then provide a training on Independent Facilitation in Eureka and Crescent City. Hopefully they will be successful in their recruitment. • Person Centered Planning - Redwood Coast has participated in Person Centered Planning for some time. RCRC currently has several independent providers who are developing Person Centered Plans in all of the four counties served by RCRC. A need was expressed for more Person-Centered Planners in Humboldt County. RCRC believes they have identified Planners to work in Humboldt which hopefully will meet the need very soon. 	

REGIONAL CENTER	BARRIERS, INTERVENTIONS, AND SUCCESSES REPORTED	TRAININGS REPORTED
	<ul style="list-style-type: none"> • (Other) Participant Movement Towards Full Enrollment - The Committee has asked for a written report for the next meeting on the numbers of people who have completed their orientations and where people are in the implementation process. We need a better understanding of why we are seeing some “stuckness” with participants who were not in the original pilot. We need a better understanding of when we can expect full enrollment for those who remain with the program. Visuals are always helpful. <p><i>Note: Our local Committee was very pleased with the progress Redwood Coast Regional Center has made in the implementation process. It is a benefit to the community that RCRC has a long history with self-determination.</i></p>	
SARC	<ul style="list-style-type: none"> • Independent Facilitation – Barriers: Concept difficult to understand by families and self-advocates. Uncertain of the roles between IF and Service Coordinators. Recruiting and developing a Independent Facilitation Network at the ground level. Connecting Facilitators to Selectees. Interventions: 4 IF trainings, development of an IF Google Group to share information, monthly IF consultation. Technical support from SDAC members and SCDD. Creation of a list of Independent Facilitators who have received training shared with families. IHSS services interpreted as a COI with Facilitation. • Person Centered Planning – Barriers: Not enough trained planners. Confusion about the difference between the Initial PCP vs. PCP once in self-determination. Confusion about reimbursement and direct reimbursement. Over-professionalism of the PCP process. Confusion about a Person-Centered Plan vs. a Person-Centered Process. Interventions: Technical Support for individuals and families. Supporting and Encouraging more PCP trainings. Supporting trainings in Spanish. • Participant Follow Through – Barriers: Selectees uncertain what to do after receiving orientation. Interventions: Greater outreach to selectees about SDAC meetings. Adding to SDAC meetings a Q&A segment. SCDD offering technical support. Creation of a Google Group for individuals and families. Facilitator / Parent group hosting selectee mixers. Offer more in person support to those struggling to comprehend the Self Determination process Assist those who cannot access the Google groups 	<ul style="list-style-type: none"> • IF = 4 • PCP = 3 • Other - Ongoing orientations. Creation of two Google Groups for Facilitators and Selectees. Technical Support to Vendors. Selectee Mixers

REGIONAL CENTER	BARRIERS, INTERVENTIONS, AND SUCCESSES REPORTED	TRAININGS REPORTED
	<ul style="list-style-type: none"> Other – Barriers: Vendors unsure how to work with someone in Self Determination and deliver services. Self advocates are not participating in the process, families are coming to the meetings and trainings. Intervention: A vendor training is being planned in November, with Liz Harrell offering the training. SDAC and SDAC chair are in the process of arranging outreach and trainings directly to the individual selected for self determination. 	
SCLARC	<ul style="list-style-type: none"> Independent Facilitation – Not enough outreach (e.g., fairs, etc) Person Centered Planning – Not consistent with PCP facilitators requirements. At times providing confusing information for example, stating that the PCP facilitators must have a background check conducted. Finding an FMS – Not aware of problems in this area. Participant Follow Through – Contacting consumer's families picked for SDP. Extremely low attendance for monthly SD committee meetings. Not reaching out to participants. Spending Budget – Not enough training, consumers not showing up to monthly meetings. Other – Low attendance from committee and public. More outreach to the consumers that completed orientation. Increase communication with consumers that are confused about SDP, or on the fence about following through with the selection. 	<ul style="list-style-type: none"> PCP FMS
SGPRC	<ul style="list-style-type: none"> Independent Facilitation - An area where selected families are un comfortable to address due to shortage of resources and knowledge/Listing/Reviews regarding facilitators to choose from Other - SGPRC selected families to soft roll of SD has a high drop Out ratio ~30% 	<ul style="list-style-type: none"> Other - SGPRC initiated families monthly meet and great sessions to explain in detail all the above parts of SD, also they invited FMs (Fair), as well as pilot program speakers for Q&A. SGPRC SDAC

REGIONAL CENTER	BARRIERS, INTERVENTIONS, AND SUCCESSES REPORTED	TRAININGS REPORTED
		identified issues and their Risk level, where they will be tracked with action plans to reduce the Risk level.
WRC	<ul style="list-style-type: none"> • Independent Facilitation – Participants have said they do not know where to look for an IF. WRC along with our SDP Local Advisory committee has hosted two resource fairs to help link SDP participants and IF. The first one was in May and most recently in September. In addition, IF attend our monthly SDP Local Advisory committee to meet participants and obtain update information. • Person Centered Planning - Participants are looking for a list of PCP providers from WRC. IN the spirit of SDP, we do not keep a list of providers. We have created opportunities for participants to meet PCP providers through our SDP resource fairs. We have also focused a lot of time during out SDP Local Advisory committee meetings on PCP planning. • Finding an FMS – WRC is currently vendored with six FMS' • Participant Follow Through - Some participants still feel like they do not know what the next step is after attending the SDP Orientation. WRC has specialty SDP service coordinators to help guide them. In addition, we strongly encourage participants to attend the SDP Local Advisory committee meetings. WRC is put on a couple of resource fairs to support participants along. • Spending Budget – WRC is in the process of developing a training around the spending plan. 	<ul style="list-style-type: none"> • IF • PCP • BD